



Customer Service Guide

(Formerly Customer Handbook &
Building Occupancy Guide)



Directorate of Public Works

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Message from the Director

Dear Customer,

Welcome to the Customer Service Guide! To help you understand our business, we've prepared this guide to the most important work we do - SERVING YOU!

The Directorate of Public Works serves as the "City Engineer and Public Works Department" for Fort Bragg North Carolina. Our mission supports readiness and power projection while continuing to provide a top-quality environment in which soldiers, their families and civilians live, work and train to meet the operational demands of our Nation. We are committed to protecting our environment and conserving natural and cultural resources for present and future generations.

The approximately 400 professionals of the Directorate of Public Works service all grounds, roads, utilities and most of the structures on the installation. We are responsible for providing continuous reliable water, sewer, electrical, and natural gas services throughout the post.

We at the Directorate of Public Works are proud of our people and are eager for you to meet our outstanding team of professionals.

//signed//
Gregory G. Bean
Director

//signed//
Judith Hudson
Deputy Director

1.0 What is the DPW?

1.1 Our Mission

DPW is a team of caring, qualified professionals that:

- Provide facilities, housing, and engineering services necessary to support and sustain soldiers and their families
- Support realistic and effective training in harmony with the environment and our natural resources
- Enable the XVIII Airborne Corps to go to war, fight, and win!

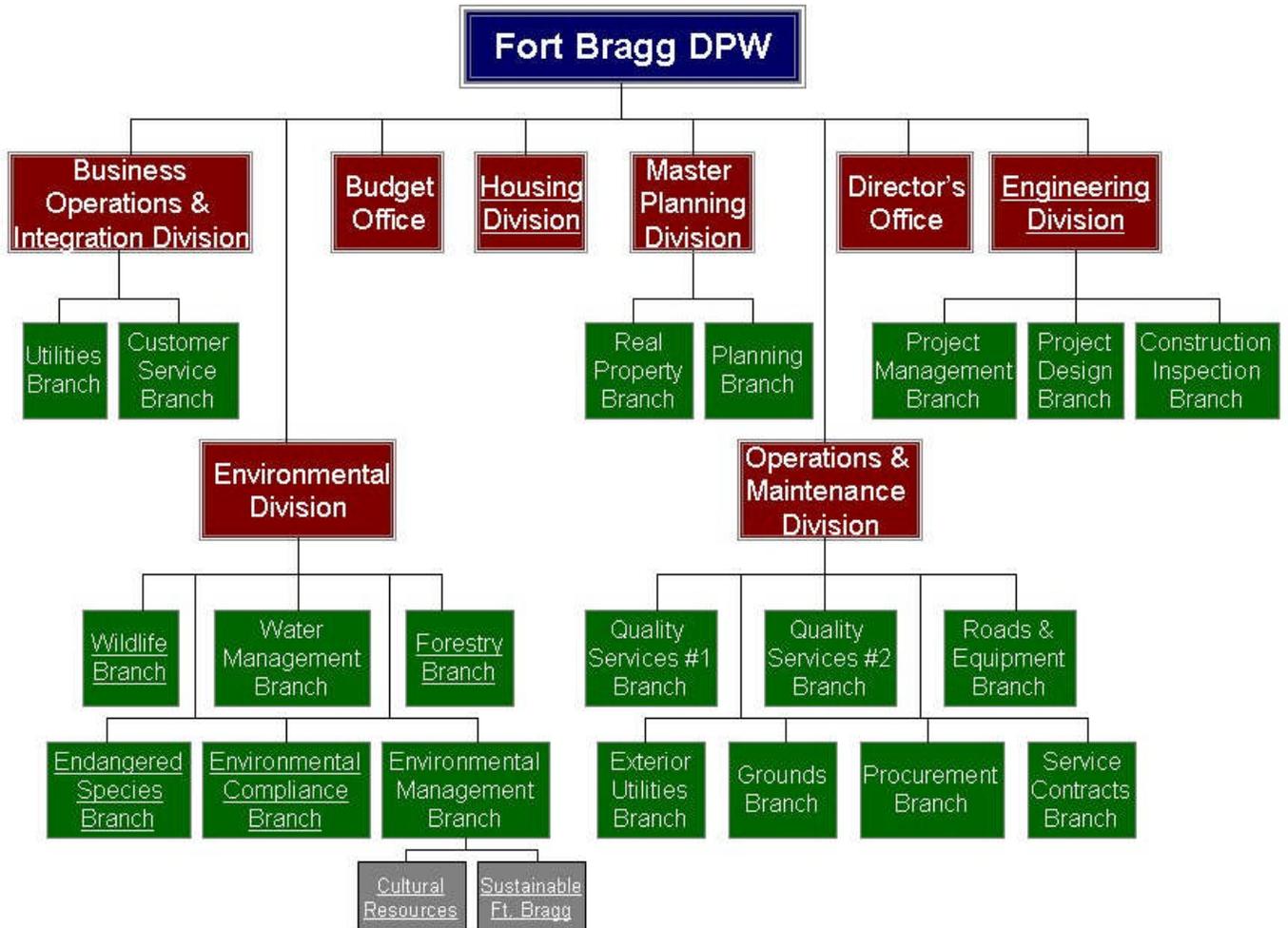
1.2 Our Vision

DPW's vision is to:

- Be the best service organization on Fort Bragg
- Be the best facilities management and maintenance organization in the Cape Fear Region
- Be the best Public Works Organization in the Army

1.3 Our Organization

The DPW is organized into six divisions. Each division and its branches are listed below with links to each available branch-specific websites:



1.3.1 Branch-Specific Websites

Cultural Resources Branch:

<http://www.bragg.army.mil/culturalresources/>

Wildlife Branch:

<http://www.bragg.army.mil/wildlife/>

Forestry Branch:

<http://www.bragg.army.mil/nrd/>

Sustainable Fort Bragg:

<http://www.bragg.army.mil/sustainability/>

Endangered Species Branch:

<http://www.bragg.army.mil/esb/>

Environmental Compliance Branch:

<http://www.bragg.army.mil/envbr/>

Housing Division:

<http://www.bragg.army.mil/pwbc-hsg/>

1.4 DPW Directory Listing

Do you need to contact us? Our directory listing is located at:

<http://pwbc.bragg.army.mil/pwbc/phoneBook/DPW-Phonebook.htm>

The directory furnishes the phone numbers and email addresses of all DPW employees.

1.4.1 Important Telephone Numbers

Service Order Technicians (Service Order Customer Service)

396-0321

dpwso@conus.army.mil

Responsible for processing service orders & answering service order related questions

Carla Waldrop (Work Order Customer Service)

396-4807

carla.waldrop@us.army.mil

Responsible for processing DA Form 4283 Work Orders

Larry Crisco (QSI-1 Shop)

396-3013

larry.w.crisco@us.army.mil

Responsible for buildings in the 1,2,5,8,9,D,G,H,J,K,M,N,P,Q,and Y areas

Haywood Jacobs (QSI-2 Shop)

396-2030

jacobshay@us.army.mil

Responsible for buildings in the 3,4,6,7,A,B,C,E,F,I,O,R,S,T,U,V,W,X,and Z areas

Alejandro Afonso (Production Management)

396-0306

alejandro.j.afonso@us.army.mil

Responsible for R&U classes, service order section supervisor, and process improvement

Deborah Turner (Service Contracts Office)

396-6455

turnerdeb@us.army.mil

Responsible for all outside contracts or subcontractors

Pat Mulkey/Dean Rudisill (Quality Assurance)

396-4999

harold.rudisill@us.army.mil

396-9267

patrick.mulkey@us.army.mil

Responsible for all quality assurance issues

The DPW Compound Map can be found in Appendix A.

1.5 DPW Website

Access our website at: <http://www.bragg.army.mil/dpw/> and learn even more about the Fort Bragg DPW. Our website is your on-line “connection” to us. You can access each division within the Directorate of Public Works. Each link contains a variety of information on what each division does as part of the DPW Team and also how that relates to you - our customer!

The information does not stop there! You can:

- Submit a Service Order on-line
- Check the status of an open Service Order
- Download a Work Order Form (DA Form 4283)
- Review status of Work Order Projects
- View and print installation maps
- Review the Installation Design Guide (IDG)
- View or download this DPW Customer Service Guide

We take our public responsibility one step further with Environmental Protection articles for the health and safety of the installation in addition to information from the Wildlife Branch on hunter safety courses, firearms registration, and the latest on the current hunting season.

2.0 Getting “Stuff” Done

2.1 Non-Fair Wear and Tear

Any damages that are due to negligence or misuse on the part of the soldier will be considered non-fair wear and tear. In this instance, the unit must initiate a Report of Survey or a Commander’s Investigation before initiating a work order. The paperwork for the Report of Survey or the Commander’s Investigation and your unit’s finance receipt of payment should be attached to the DA 4283. This work will not be performed on a service order.

This breakout of tasks explains which work is to be performed by the unit R&U and which work should be called in as a Service Order to be performed by the DPW mechanics.

	UNIT	DPW
ELECTRICAL	<ul style="list-style-type: none"> ~Light bulb and lens replacement under 10 ft. high ~Reset breakers when tripped ~Switch and outlet covers 	<ul style="list-style-type: none"> ~Light bulb and lens replacement over 10 ft. high ~Electrical circuits ~Light Ballasts ~All other electrical problems
PLUMBING	<ul style="list-style-type: none"> ~Know the location of all water shut-off valves ~Unclog toilets (plunger or snake) ~Unclog drains ~Turn off water to overflowing toilets or leaking pipes ~Tighten loose toilets and seats 	<ul style="list-style-type: none"> ~Unclog toilets and drains beyond the R&U capability ~Fix leaking pipes ~All other plumbing problems
HEATING & A/C	<ul style="list-style-type: none"> ~Check air filters in rooms quarterly and replace at a minimum twice a year (May and November) ~Clean grills and diffusers while changing filters ~Verify thermostat is on and set correctly (78^o F in summer and 68^o F in winter) ~Verify and/or Reset breakers if possible ~Troubleshoot HVAC outages 	<ul style="list-style-type: none"> ~Change filters in mechanical rooms ~Unclog condensate lines ~All other heating or A/C problems
OTHER	<ul style="list-style-type: none"> ~Replace ceiling tiles 10 ft high or under ~Replace broken sprinkler heads ~Any other self-help projects ~Clean mold with Bleach and report to DPW if mold returns ~Repair window screens 	<ul style="list-style-type: none"> ~Replace ceiling tiles above 10 ft. high ~All other problems

2.2 General Rules of Thumb

- If you can reach it on a 6 ft ladder, you should try to fix it.
- If you would not call a technician to your house and pay \$100.00 per hour to fix the problem, you should do it yourself and not call DPW to create a service order.
- IF YOU DO NOT FEEL SAFE ATTEMPTING A REPAIR, DO NOT DO IT

2.3 Suggested Tool List

DPW suggests that you have some tools on hand for small jobs that you can do yourself:

- 6 ft step ladder
- Phillips and flathead screwdrivers
- 6" & 8" Adjustable wrench
- Channel Locks 14"
- Pipe Wrench
- Needle Nose and Dyke Pliers
- Hammer
- Good quality plunger
- Safety Glasses & Gloves
- Flash Light w/Spare Batteries

2.4 Checklist for Building Occupancy

- **Ensure key control is maintained at all times**
- Inspect handicap ramps
- Verify that outlets, switches, thermostats, etc. are not blocked
- Verify that nothing is run/stored within drop ceiling (Not a Storage Area)
- Verify that nothing is hanging on the drop-ceiling grid
- Verify that there are no personal or unit-owned items in mechanical rooms
- Remove trash from rooms to eliminate pest problems
- Avoid excessive use of power strips (Distribute outlet usage throughout entire room)
- Do not wash TA-50 in unit washers/dryers or sinks
- Ensure no unauthorized items are attached to the building (interior or exterior) or placed on the roof (Example: Satellite T.V., Charcoal Grills, Tents, etc...)
- Maintain landscaping within 50 ft of building

2.5 Checklist for Rear Detachment during Deployment

- Ensure key control is maintained
- Ensure telephone/cable etc in unoccupied rooms have been terminated
- Empty, clean and unplug all refrigerators and ensure door is left open to prevent mold
- Ensure all trashcans are emptied and cleaned
- Unplug all electrical items, TV's, VCR's, Clocks, Toasters and Microwaves – SAVE ENERGY
- Remove all perishable foods and candy items
- Turn off all ceiling fans and lights – SAVE ENERGY
- Ensure curtains are drawn in the unoccupied rooms
- Ensure no pets are left

2.6 Daily, Weekly, & Monthly Checklist for Rear Detachment during Deployment

2.6.1 Daily:

- Ensure key control is maintained
- Walk through all buildings. Look for obvious deficiencies (leaks, broken windows/doors, inoperable HVAC, lights, etc) and security.

2.6.2 Weekly:

- Inspect buildings and ensure all unnecessary lighting is off, all windows and doors closed and locked, inspect individual rooms and latrines
- Verify all conditioned areas are at proper temperature (78° - Summer / 68° - Winter)
- Ensure no faucets are running or dripping
- Inspect rooms for air conditioning condensate leaks during summer
- Ensure curtains are drawn in the unoccupied rooms
- Unplug all electrical appliances – SAVE ENERGY
- Remove all perishable foods and candy items
- Turn off all ceiling fans – SAVE ENERGY
- Ensure all trashcans are emptied
- Inspect top floor or attic to verify no roof leaks have developed (Check after a Heavy Rainfall)

2.6.3 Monthly:

- Flush toilets and run sink/shower water
- Pour water in floor drains – (P-traps are designed to keep a water seal that prevents the sewage smell from coming back into the room. Running water in all drains prevents this evaporation.)

2.7 General Information

DPW has teams of in-house professionals who are the “subject matter experts” in determining how to best accomplish the work that you need to have done.

If we cannot handle your work request in-house, we will establish contracts to obtain outside assistance. Depending on the scope and complexity of the work, these contracts are administered by the local Fort Bragg Directorate of Contracting or by the Corps of Engineers Savannah District.

Our contract methods include: credit card, small contract, requirements contract, indefinite delivery/indefinite quantity contract, job order contract, and conventional construction contract.

As a rule, your Brigade S-4 or your Group controls work orders and the unit R&U is the point of contact for all your service orders.

2.8 What is an R&U?

Each unit has one or more designated representatives called Repair & Upgrade (**R&U**) Representatives that can request service orders. One R&U rep is required, two is preferred. Although anyone can call in a Priority 1 service order or an emergency service order, only R&U's can request non-life or death emergency (Priority 2, 3, or 4) repairs. Having an alternate R&U would ensure no delays if the primary R&U is unavailable.

All R&U's must attend training at the DPW Training Facility. The classes are held on the fourth Thursday of each month. See map on page 4. The POC for the R&U classes is Amy Douglass, 396-0306 or email amy.douglass2@us.army.mil. The alternate POC, Alex Afonso, can be reached at the same phone number or by email alejandro.j.afonso@us.army.mil.

To register for the next available class, please call the service order line at 396-0321. This is the only authorized form of registration.

The following information must be provided upon registration:

- Name of R&U representative
- Phone number
- Unit
- Facility number(s) for each building responsible for
- S4 or supply person's name and phone number
- E-mail address (.mil or AKO accounts strongly encouraged)

2.9 What is the process?

2.9.1 Your First Step

Your first step is to inform the DPW of your needs! You do that with a work request. Work requests are divided into two major categories, based on the scope and complexity of the requested work.

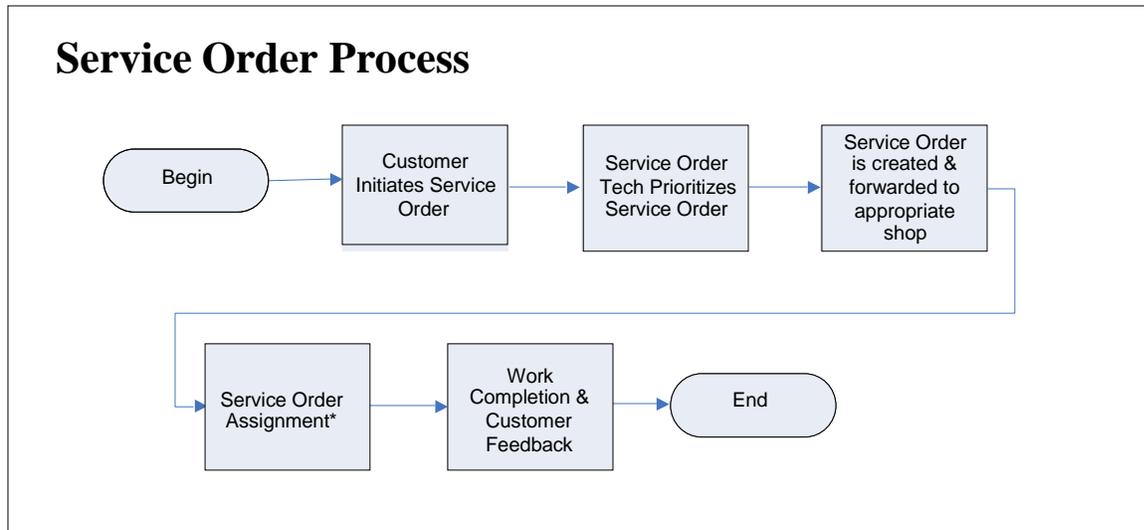
Service Orders are for small maintenance repair jobs that normally cost less than \$2,500 or require less than thirty-two hours of labor to complete.

Work Orders (DA Form 4283) are for all other maintenance, repair and construction requirements. Work orders are accepted only if submitted with the signature of an authorized unit/activity representative. An authorized representative has a Delegation of Authority (DA Form 1687) on file with DPW's Customer Service Office.

Service orders and work orders are handled by two entirely different offices, so let's talk about service orders first.

2.10 Service Orders

Service orders are the quickest and easiest way to accomplish your work. They are used for minor facilities maintenance and repair that normally does not exceed \$2,500 in cost or that require less than thirty-two hours of labor to accomplish. In most cases, these service orders are free. DPW charges customers for repairs to real property facilities when the damages are determined not to have been the result of fair wear and tear. All new work, such as the installation of additional electrical receptacles versus the repair of existing receptacles, must be accomplished through the submittal of a DA Form 4283. An overview of the service order process follows:



** Remember, we respond to 'life and death' and 'emergency' service orders immediately!*

2.10.1 Initiating a Service Order

A service order can be initiated by five different methods.

- Telephone: 396-0321
- Fax: 432-6073 (See template in Appendix B)
- Email: dpwso@conus.army.mil
- Walk-in to DPW, Building 3-1634 on Butner Road
- On-line: <http://pwbc.bragg.army.mil/pwbc/DPWInternal/SubmitSOOnline.aspx>

The Service Order Department is staffed from 6:00 am to 6:30 pm Monday through Friday, except for holidays. After hours and on holidays and weekends, the DPW duty officer monitors the telephone for emergency repairs only. Before calling the Service Order Department to initiate a Service Order, please have the following information ready:

- Entire Facility Number (Ex: M-4040)
- Room Number (if applicable)
- Unit Name

- Customer ID Code
- POC Name (R&U)
- POC Phone Number (Base Numbers Only – Cell phones will be placed in the remarks field)
- Detailed Problem Description

Phone calls to the Service Order Center are put into a queue for the next available Service Order Technician. Please be patient until your call is taken. The Service Order Technicians input the information into a program called IFS or Integrated Facilities System. All service orders are tracked through the IFS database. Service orders are categorized by priority and are assigned to the appropriate shops for completion.

Emailed and faxed requests will be converted to service orders within 4 business hours. The service order number will be emailed or faxed back to you, the unit R&U representative.

Walk-in customers will be assisted on a first-come, first-served basis, in the same “queue” as the phone callers. The first service order technician available will take your request as soon as possible. If you have more than 3 service orders, please make a list with the pertinent information above, and leave it with one of the service order techs.

Note: Due to the high volume of calls received daily, the service orders techs CANNOT:

- ~ Input more than 3 service orders “while you wait.”
- ~ Provide a status on more than 3 service orders “while you wait.”

If you need a status report, please use the DPW website. If you are having trouble using the online status report, and you need a Service Order Query, you can provide the list of open Service Order numbers to the techs. They will call you or email you when the report is ready for pick up or they can fax it to you.

2.10.1.1 Excavation Service Orders (Also called Digging Permits)

Prior to digging anywhere on post, you must obtain a digging permit. Before fencing can be installed in housing areas, residents must obtain a digging permit. This is also referred to as an **Excavation Service Order**. To obtain an excavation service order, call 396-0325. You will be assigned the service order number and given a date, within five working days from the date you call, when the line locaters will meet non-housing customers on-site to mark underground utilities. Housing customers do not need to be present for line locates for fencing. The line locaters will leave the appropriate paperwork for you when completed. The DPW is now responsible for notifying all locate providers, so you only need to call the main service order number for your excavation service orders.

2.10.1.2 Freon Removal Service Orders

Environmental is responsible for Freon Removal on A/C or refrigeration equipment to be turned in. The Service Order Techs will schedule the Freon removal appointments after creating the service order. The A/C or refrigerator units must be transported by the unit to Environmental for the appointment time. *Each service order can include up to 3 A/C or refrigerator units per building per day.*

2.10.1.3 Re-keying Barracks Doors or New Keys Made

If you need to re-key locks on barracks doors, a service order is created as long as there are no more than three in the entire building. If you have more than three, you need to have a Work Order submitted (DA Form 4283). *See instructions for submitting Work Orders (Section 2.12).*

Walk-in hours for customers to get keys made in the shop are 12:00 – 15:15 Monday – Friday. You must have a memo signed by the 1 SG or above stating the number of the key and how many copies needed. *Limit 5 copies per key.* An example memorandum can be found in Appendix C.

2.10.1.4 JP8 Gas Removal

The DPW is responsible for the removal of JP8 Gas. When submitting a service order, provide the number of gallons to be removed.

2.10.1.5 Furniture & Used Appliances

To turn in furniture and used appliances you need to call the Furnishing Management Office (FMO) at 396-8188. No service order is created.

2.10.1.6 Dining Facilities

All Dining Facilities have a post-wide contract for kitchen equipment. Call 6-2015/1806. No Service Order is created for kitchen equipment. Repairs to windows, doors, locks, lights, exhaust fans, etc is handled by a DPW Service Order.

2.10.1.7 Exterior Signs

For repairs or repainting on existing signs that were originally made by the DPW, a Service Order is created. Request for new signs must be submitted on a DA Form 4283 Work Order. All signs must be in accordance with the Installation Design Guide. The IDG can be viewed at <http://www.bragg.army.mil/dpw/idg/index.htm>

2.10.1.8 Miscellaneous Items Not Covered By Service Orders

- Microwaves & small refrigerators for offices (Contact S4 or Supply Person)
- Microwaves & small refrigerators for soldiers (Call Furnishings at 6-8188)
- Barracks Furniture (Call Furnishings at 6-8188)
- Window Screens, Shades, or Blinds (Self-Help) Carpet (must be on the DA Form 4283)
- Painting (Self-Help)
- Ceiling Tiles in Rooms less than 10 ft high. (Self-Help)
- Light Bulb replacement in Rooms less than 10 ft high. (Self Help)
- Porta-Potties (Call Service Contracts at 6-87 12)
- Telephones (You must call 6-4444 or Dial 15)
- Dumpsters (Call Service Contracts at 6-2618)
- All New Work (Must be on the DA Form 4283)

2.10.2 Prioritizing a Service Order

Our Service Order Technicians will assess the level of urgency of each Service Order received, determine the appropriate priority rating based on the information they receive from you, and act to

expedite those of high priority.

The priority categories we use are:

1. Priority 1 (Life or Death Emergency) – Problem directly impacts health or safety and requires immediate action. Examples: fire, electrical hazard, gas leak, chemical spill, entire intersection traffic light out.
2. Priority 2 (Non-Life or Death Emergency) – Problem could lead to facility damage or become an emergency if not fixed quickly. Examples: arms room not secure, whole barracks without heat, air conditioning, water, or power, busted pipe/flooding building, person lock in/out of room, special buildings without heat, air conditioning, water, or power (Day Care Centers, High-level HQs, Battle and Flight Simulators, Medical Facilities, Computer rooms, telephone rooms/Signal huts, SCIFs) and property-damaging roof leaks.
3. Priority 3 (Health and Welfare) – Problem will not significantly impact health, safety, or facility operations if not resolved immediately. Examples: minor electricity or plumbing problems in buildings, anything mechanical in single rooms, roof leaks.
4. Priority 4 (Routine) Problem is low priority and will be performed after higher priority Service Orders are completed. Examples: paint rooms, repair trim, replace floor and ceiling tiles, replace doorstopper, assist unit with antenna on building.

It is important to know that our Service Order Technicians will not take Priority 2, 3, or 4 requests from anyone except from the unit/facility's designated representative. As the unit's Repair and Upgrade (R&U) representative, you should understand the facility's maintenance needs and will be able to prioritize service orders within your unit and work with us to coordinate repair efforts.

2.10.2.1 Priority 1 Service Orders

The Service Order Technicians will create the Service Order and send the Service Order to the appropriate QSI shop. The Service Order Technician will also contact the Shop Supervisor via phone or radio.

2.10.2.2 Priority 2, 3, and 4 Service Orders

The Service Order Technician will determine if the caller is the Unit/Facility R&U before proceeding with Priority 2, 3, or 4 Service Orders. Upon R&U verification, the Service Order Technician will create the Service Order, and the system will automatically forward it to the appropriate shop for all repairs. These repairs are performed on an age, priority, and location based system.

2.10.3 Step 3 – Service Order Assignment

We will respond immediately to Priority 1 service orders, respond within 3 working days for Priority 2 service orders, respond within 10 calendar days for Priority 3 service order, and respond within 30 calendar days for Priority 4 service orders.

For Priority One service orders, the QSI Shop Supervisor will receive and review the service order and assign it to the appropriate Mechanic or Credit Card Contractor (when absolutely necessary) to be performed as soon as possible.

2.10.3 Work Completion and Customer Feedback

Mechanics will arrive at the site and perform the scheduled service. If no one is present, our mechanic will call the designated representative on the Service Order. After several attempts, the mechanic will leave that area and proceed to his next job. The mechanic will return at a different date to re-attempt entry to the area to fix the problem listed on the service order. After the third attempt, the service order will be cancelled and marked with “Unable to Enter Room”.

We at the DPW are committed to providing our customers with the very best service. We rate ourselves against internal targets, but we consider you the “Judge” of great service. Therefore, with the completion of service orders, we encourage customers to visit and post their comments on the ICE website http://ice.disa.mil/index.cfm?fa=site&site_id=249. This website allows us to gauge our performance, find areas for improvement, and also lets us know the areas in which we are excelling.

Additionally, we conduct random inspections of service order work performed by contractors and our mechanics as another way of ensuring our service meets your expectations.

2.11 Self Help

2.11.1 Location

The DPW Self Help is located at the corner of Butner and Reilly Road in the rear of the DPW main parking lot.

2.11.2 Hours of Operation

The DPW Self Help is open Monday through Friday from 07:00 to 15:00 hours.

2.11.3 Purpose

The purpose of Self Help is to provide the facility repair and upgrade technicians (R&U's) with the ability to order and pick up materials required to do small repairs on their facilities that do not require specialized equipment or technical expertise to complete.

2.11.4 How to Order Materials

To order materials through Self Help:

- Call the Service Order Section at (910)396-0321
- Fax your request list to (910)432-6073
- Email your request to dpwso@conus.army.mil
- Visit our office located in Building 3-1634, Butner Road

Once the order has been received, the warehouse personnel will call you directly to inform you that your parts are ready for pick-up.

2.11.5 Items Available for Ordering

The following items can be ordered through Self Help:

- Air Filters (Please provide specific filter sizes)
- Light Bulbs (Except for Honeywell Lights) – Please provide specific sizes & wattages
- Paint (Ordered through SSSC)
- Paint Supplies
- Wall Repair Supplies
- Ceiling Tiles (Please provide size when ordering)
- Towel Racks/Soap Dishes
- Switch & Outlet Covers

2.12 Work Orders

Work Orders are created in response to customer requests for expensive or complex maintenance or construction. They are also submitted in response to planned infrastructure construction projects as administered by the DPW Master Planning & Real Property Divisions. Requests are typically **received** by the Customer Service Branch Work Reception section. After initial review by the Work Reception Technician (WRT), valid requests are converted to a Work Order (via the submitted DA 4283) and entered into the Integrated Facilities System (IFS). Upon creation, the Work Order is submitted to a DPW Customer Service Representative (CSR) for further validation and **processing**. The CSR then performs an initial site visit to develop a **preliminary scope and cost estimate**.

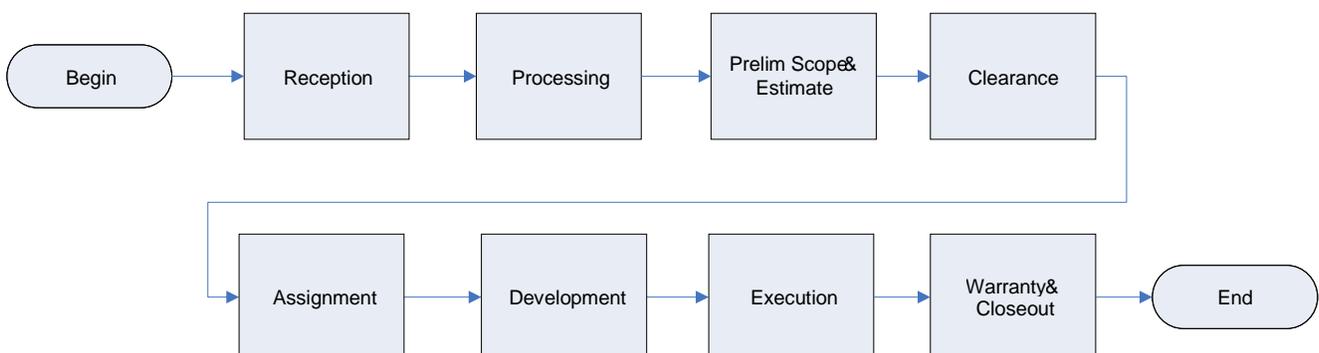
At this point, the work order is submitted for **clearance** by subject matter experts within the various DPW branches to ensure the proposed work is in compliance with environmental, force protection, and other regulations. Once cleared, the work order is **assigned** to a Project Manager (PM) with the appropriate skills and responsibility to oversee project **development** and **execution**. Upon satisfactory work completion, the PM is responsible for project **warranty** oversight and **close-out** by completing and updating the applicable systems and records, as appropriate for the type of work, customer, and method of execution.

In general, Work Orders are typically utilized for maintenance, repair, and construction requirements over \$2,500 or that require more than thirty-two hours of labor to accomplish. Any new construction costing over \$750,000 is coordinated as Military Construction (MILCON) through the U.S. Army Corps of Engineers. This local work-approval level can be raised to \$1,500,000 if it can be justified that the project will correct a life, safety, or health related deficiency.

Work requests are submitted on a DA Form 4283 - Engineer Work Request Please remember to have your DA Form 4283 signed by an appointed representative who has a Delegation of Authority (DA Form 1687) on file with our Customer Service Office.

The DPW tracks Work Orders in an automated system called the Work Coordination System or WCS. Customers can track the progress of their submitted Work Orders by visiting the DPW Website where work order information is made available at the following link:
<http://pwbc.bragg.army.mil/pwbc/DPWInternal/WOCIDSearch.aspx>.

Work Order Process



2.12.1 Work Order Reception

You can submit your Work Order in person or on-line. Customers can submit in person if the DA Form 4283 is in an electronic format – we do not accept hard copies. Our Customer Service Office is located in Bldg. 3-1634 at the corner of Reilly and Butner Roads, near the Pope Air Force Base main gate. We are open from 0700 to 1630, Monday through Friday. Our “automated version” of DA Form 4283 can be downloaded at <http://dpw.bragg.army.mil/pwbc/workOrders/daForm4283.htm>.

A Work Reception Technician (WRT) will first review your request. Each request is validated based on the defining criteria and compared to previous requests to prevent duplicate submittal. Next, the WRT confirms completeness of the request by checking for the appointed authorizing official’s signature and any necessary sketches or maps. The Work Order is entered into the Integrated Facilities System (IFS) and documents are grouped into an electronic folder. The Work Order is then managed within our Work Coordination System (WCS).

Self-Help and Permission Only

- **Self-Help** – The Self-Help program provides the customer a mechanism to perform basic facilities maintenance. After a condensed approval process, your unit rep will give you approval to purchase work materials and allow you to perform the work. If self-help is within your capabilities, annotate “self-help” on your DA Form 4283 and include a completed bill of materials (BOM) along with the sketches/drawings detailing the scope of work. As with all our construction projects, our team of subject matter experts will offer technical advice, provide oversight, and inspect your project on completion.
- **Permission Only** – “Permission Only” Work Orders allow the customer to perform improvements within their own source of execution. Requests must still be approved for permission prior to execution and inspected by the DPW post-execution. To request this option please annotate “Permission Only” on your DA Form 4283.

2.12.2 Work Order Processing & Preliminary Scope / Estimate

During the processing step, the Work Order is assigned to a Customer Service Representative. The Customer Service Representative will contact the customer, conduct a site visit if necessary, and then determine the preliminary cost estimate pending any possible changes to the scope of work.

2.12.3 Work Order Clearance

Most Work Orders require review and clearance by various subject matter experts (SME) before the requested work can be performed. These areas of concern, such as Environmental, are addressed before a Work Order is assigned to a Project Manager to ensure the requested work complies with standards and regulations. If a Work Order is rejected by any Clearance SME at anytime in the process, the customer is notified and the Work Order is either modified or canceled.

2.12.4 Work Order Assignment

The Assignment step is where many questions are answered that determines the future of the Work Order. Based on the priority and availability of funds, a Work Order is either accepted or rejected. Our approach is based on a combination of factors that include: the Commander’s current priorities; mission

support; present building or infrastructure condition; requirements to support future construction and planning; and potential consequences of the project not being accomplished. Rejected Work Orders are canceled and the customer is notified. Accepted Work Orders are assigned a Project Manager and move forward to the Development Stage.

Availability of Funds

As with any vital issue, funds drive the initiative. The DPW considers your work request important but, unfortunately, resources prevent us from executing all work requests. In cases where DPW cannot fund the work you requested on your Work Order, one of our Customer Service Representatives will contact you via e-mail or phone to inquire if you intend to fund the project. You have thirty days to respond or the Work Order will be canceled.

2.12.5 Work Order Development

At this point, the Project Manager contacts the customer with the approval decision and checks for any additional requirements (supporting documents, clearances, etc). If the Work Order is for “Permission Only” then it is forwarded to Execution, otherwise, the scope is confirmed with the customer and an execution method is chosen for projects that will be funded by the DPW. The project’s estimated cost and technical complexity are factors in determining an execution method. The Government Purchase Card contract, the Indefinite Delivery-Indefinite Quantity (IDIQ) contract, the Job Order Contract (JOC), and conventional sealed-bid contracting are four contract vehicles that are readily available.

- Any estimate that falls under \$2,500 and thirty-two hours of labor can be executed via a government purchase card contract.
- The IDIQ contract method is an expedient contract and is used for projects that do not require extensive design. Funded projects that are best suited to the IDIQ contract method are awarded to a single pre-identified contractor as task orders (TO) that are only issued through DPW. IDIQ is not always the best contract method for all Work Orders. The IDIQ contract has a yearly overall dollar limitation and can sometimes cost significantly more than other contract methods because it does not take advantage of the widespread advertisement and full competition of more traditional contracting methods.
- The JOC is administered through the Fort Bragg Directorate of Contracting. Funded projects are awarded to a single pre-identified contractor as task orders (TO) through DPW. The JOC is another expedient contracting method that does not require the full solicitation process customary in normal sealed-bid contract awarding. There are over 25,000 pre-priced/pre-negotiated items of work and materials in the JOC. If every element of your Work Order can be found on this list, the JOC may be the best contract method to use. Though the pre-priced list is extensive, each Work Order must be assessed for its applicability. If your Work Order requires extensive design, then this may not be the best suited method since JOC projects usually do not require extensive design.
- We use conventional contracts for Work Orders where neither IDIQ nor JOC are appropriate. Conventional contracts are designed and solicited through the standard advertising, open bidding, and award process. The designer, either in-house or a consultant architect-engineer (A-E) prepares the plans, sketches, maps, technical specifications, cost estimates, bidding and work

schedules, and obtains construction/regulatory permits in accordance with the scope developed with the customer at the pre-design conference. The designer will forward your draft design submissions at pre-arranged points of the design process to your assigned DPW Project Manager.

Work Orders that require design are forwarded to the Design Branch. Designs can either be done by a team of Designers within the DPW or by an A/E Firm at the discretion of the Design Branch Chief. This decision is determined by many factors that include complexity of work, time requirements, and funding requirements. At this point, the design is performed involving reviews and revisions with customer involvement.

The most important factor driving your Work Order project is funding. No matter which type of solicitation method is used, either funds or a firm commitment by the customer to fund must be in hand before the project can be advertised.

In addition to gathering the funds, your Project Manager will prepare the plans, technical specifications, government estimate and any other necessary instructions for any potential contractors. Your project is now ready to Advertise (RTA) and will be forwarded to the executing agency.

The executing agency could be either the contracting office of Fort Bragg's Directorate of Contracting or the Corps of Engineers. Depending on the contract method involved, bids from prospective contractors may be sealed bids, negotiated proposals, or from pre-priced construction items lists.

Once the design and contract award is complete, the Work Order can move to Execution.

2.12.6 Work Order Execution

The contracting agent will issue a notice to proceed once the contract has been awarded. The contracting agent and Project Manager (PM) will monitor the construction through the execution stage.

Once your Work Order is completed, there are usually two inspections prior to accepting the building. These inspections are the pre-final and final. You, your PM, the contractor's quality control staff, government quality assurance inspectors (either in-house or Corps of Engineers), government facility maintenance workers, and government real property managers attend the acceptance inspections. Any deficiency found is noted on a "punch list" that the contractor must correct before final acceptance of the project and payment. Once the facility passes final inspection, our Real Property manager accepts the new or renovated facility on behalf of Fort Bragg. The facility is then added to the permanent real property records of the installation. Our real property staff then issues keys and turns the facility over to the customer's property book officer.

2.12.7 Warranty and Closeout

Once construction is complete and a facility is handed over to the Army and ultimately to the customer, it usually enters a warranty period. Complaints and inquiries about maintenance, repairs or minor construction for facilities covered by contract warranties are handled through a warranty resolution process. This process is initiated by contacting the DPW to request a Service Order. We will send a technician to check the problem. If the facility or equipment involved is not covered by warranty, the

technician will fix it on the spot. If it is a warranty issue, the technician will initiate the process to have the original contractor make the repair

You should also be aware of the unique aspects of caring for warranty-covered facilities. We outline these unique considerations below. They are especially important if one or more of your facilities is covered by warranty.

2.12.8 Construction Warranties

All work accomplished by contractors includes a one-year construction warranty. The warranty time period starts when the Government accepts the work as being substantially complete. Warranties cover both equipment and workmanship (when accomplished by a private contractor) or equipment only (for troop construction).

COVERED: For new buildings, anything considered part of the permanent structure is covered. Common items requiring warranty repairs are the heating and cooling system, roofs, door hardware (locks, hinges, etc.), plumbing fixtures, electrical outlets, and lights. For renovations to existing buildings, the warranty only covers the actual work done per the Work Order.

NOT COVERED: Warranties do not cover damage caused by the occupants or caused by contractors other than the original contractor. "Other contractors" may include furniture movers, cable television installers or phone installers/repairmen. You must pursue resolution for damages caused by other contractors through the contracting agency of that contractor. Warranties also do not cover items that wear out through normal wear and tear, nor items damaged through lack of normal preventive maintenance (e.g., not replacing air filters, changing machine drive belts, or changing oil).

VOIDING A WARRANTY: Be very cautious not to void your facility's warranty. Self-help repairs or modifications to a new building during the one-year warranty period will in most cases void the warranty. You should never attempt to self-repair any mechanical or electrical system. Instead submit a service order to DPW. There are exceptions to this general warning: fixing minor damage to walls, ceilings, or floors will not void a warranty. If you have any doubts about a repair or maintenance task you are planning, contact us for advice first.

HOW TO REQUEST REPAIRS TO FACILITIES UNDER WARRANTY: The procedure for all repairs is to call in a normal service order. We will send a technician to check the problem. If the facility or equipment involved is not covered by warranty, the technician will fix it on the spot. If it is a warranty issue, the technician will initiate the process to have the original contractor make the repair.

3.0 Services Contract Support

In addition to providing engineering support for the installation to include master planning, design and inspection of projects for construction, maintenance and repair of Real Property facilities, the DPW offers a myriad of other services to our customers. They range from on-post housing to hunting and fishing permits, and from assistance with disposing of hazardous waste to providing fresh drinking water in your home or work place. In this chapter, we will describe some of the services that apply directly to your job as a facility manager for your unit or activity.

We provide such diverse services as entomology services for pest management; refuse collection and disposal services; washers and dryers in barracks/soldiers community facilities; grass cutting on a reimbursable basis; custodial service for authorized buildings; and repair, maintenance and/or replacement of glass, windows, and electric/personnel/bay doors. We provide these services using our own in-house service contract office that is charged with managing our service contracts. These service contracts are generally free to you. A few of these DPW-contracted services require our customers to reimburse DPW based on the extent to which they use the service.

You can benefit from these service contracts without doing a thing. You need only to submit a Service Order through one of the five convenient methods described in Section 2.10.1 Initiating a Service Order if a piece of equipment covered by one of our service contracts requires repair, or if the service provided is unsatisfactory. Of course, we like hearing from you when the services are going well, too!

With all the services we do provide, we must also point out five types of facilities service that we do not provide. They are:

Portable toilets: Only DPW's permanently placed portable latrines are funded in the Portable Latrine service contract. If you need portable latrines on a temporary basis, for a field exercise or other event, you must coordinate and fund it yourself via Government Purchase Card for requirements less than \$2500 or for requirements over \$2500, submit a DA Form 3953, Purchase Request, to the Fort Bragg Directorate of Contracting, (telephone 432-5016).

Grounds: If your unit desires to contract grounds maintenance around its own facilities, you must fund the work yourself. To coordinate this type of service, submit a memorandum requesting a maintenance contract to DPW, Attention: Service Contracts Office (SCO). Include the building number(s), unit point of contact name and phone number, and drawing of work area depicting unit grounds boundary. You can call our Service Contracts Office at 396-6455 for advice on how to establish such a contract.

Custodial: The basic custodial contract paid for by the installation provides cleaning one day a week for authorized administrative facilities. If your facility is included in this contract and you desire cleaning of your administrative areas more frequently, your unit must pay for the increased frequency of services and project work via Government Purchase Card. Project work is inclusive of stripping/re-waxing floors, carpet cleaning/shampooing and one-time spot cleaning. You can call the Service Contract Office for advice on how best to accomplish contract services.

Cable Television: DPW is responsible for cablevision services in dayrooms only. The units/soldiers are responsible for services in their administrative offices, individual barrack's rooms and/or quarters.

DPW does not manage cable television services in any way. Contact Time Warner Cable, the local cable service provider, directly at 864-3935 for services not provided by DPW.

Telephone: DPW does not handle telephone services in any way. Contact the Directorate of Information Management at 396-8100 for assistance with your unit telephone service requirements. Individuals must contact a local phone company for private telephone service in barracks or quarters.

Getting help: There may be times when you do have to contact DPW to let us know about a specific need in one of these service areas. For repairs to equipment or facilities covered by a contracted service, either contact the SCO service contract manager or submit a Service Order (SO) to our Service Order Center at 396-0321

4.0 What If I'm not satisfied?

Do you suspect the service order you submitted has “disappeared in the system”? Or do you have a complaint about the quality of work by a DPW employee or contractor?

If the service we provide ever falls short of your expectations, please let us know! We at the DPW pride ourselves in listening to, working with, and learning from the most important person in our business – THE CUSTOMER! We don't just solve problems, we create opportunities to improve. After all, small complaints can generate big improvements!

The first step, and often the only one required, is to express your concern to your assigned Project Manager (for work orders), our Service Order Center at 396-0321 (for service orders), or the appropriate service contract manager (for service contracts).

If you have tried this and were not satisfied, or do not know who the appropriate person is, complete an ICE comment at: http://ice.disa.mil/index.cfm?fa=site&site_id=249

The Hotline and ICE exist to give you easy access to the DPW to address your concerns. Identifying and solving customer complaints is the primary purpose of these two tools. You are also free to make inquiries, ask questions, or even tell us when we are doing a good job! Based on your comments, we will investigate the issue and get an answer to you as quickly as possible.

Resource limitations prevent us from providing everything our customers need and desire, but we pride ourselves in doing the best that can be done with what is available. If we are falling short of this standard, we want to hear from you!

5.0 Why Can't I Get Everything I Need?

Sadly, we can't afford it! As you might have guessed, our annual requirements greatly exceed the funding we receive. The fact is that we live within a tightly constrained budget.

The installation receives Sustainment, Restoration, and Modernization (SRM) funding from the Installation Management Command (IMCOM). SRM is what was once called Real Property Maintenance (RPM) dollars. The amount of money that Fort Bragg receives is based on the number, type and age of our facilities.

Sustainment maintains facilities in the current condition and includes regularly scheduled repairs and inspections, preventative maintenance tasks, and emergency response for minor repairs. It also includes major repairs or replacement of facility components that are expected to occur periodically throughout the life cycle of facilities (i.e., roofs, heating/cooling systems, etc.). Restoration and Modernization improve facilities and are accomplished primarily with Military Construction (MILCON) funding but can be done with Operations and Maintenance (OMA) funding depending on the amount of new construction work in the project. Restoration improves existing facilities to current standards while Modernization adapts existing facilities to meet new standards, which supports new missions or equipment.

To add confusion to this funding dilemma – the Fort Bragg operations budget comes to the Installation Business Office and from there is “reprogrammed” to meet the critical Base Operations Support (BOS) needs of the Garrison. So therefore, we are faced with a challenge to do the best we can with what is available, balancing a number of high priority needs.

5.1 A Ray of Hope

Having explained our dilemma, let's end this on a positive note!

The DPW has established a Production Management Cell with a proactive, service oriented target plan to perform scheduled maintenance on the installation's facilities. Our Production Management Cell will perform scheduled repair and maintenance and therefore be on top of situations before they occur!

In addition, we have set internal goals for our services. We will monitor our performance by looking at our service order response, re-schedules, and our daily service order potential. A cyclical timely review of our internal goals will allow us to better serve our customers and maintain the installation facilities.

Because our job is to identify with you, the customer, we will continue to look “outside of the box” for areas to improve our performance and ourselves!

6.0 Definitions and Acronyms

Administrative Office - The Administrative Office is the Directorate of Public Works (DPW) office that provides personnel, training, workers' compensation and vehicle support.

Annual Work Plan (AWP) - Fort Bragg's Annual Work Plan is a prioritized list of projects to be accomplished. The list consists of all work orders (DA Form 4283) received which:
Have been reviewed and approved by DPW;
Fit within the installation commander's facility priorities; and are funded for design or construction (or both) by either the customer or DPW.

Architect-Engineer (A-E) - A-E firms are private architecture and engineering firms that provide contract project design and technical study services. Fort Bragg A-E contracts are let and administered solely through DPW.

Bill of Materials (BOM) - A BOM is simply a list of materials required to accomplish a construction, repair or maintenance project. Depending on the project, a BOM can be as simple as "one pound of 10d nails and three 8' 2"x4" pieces of lumber" or so complex that it fills a notebook.

Budget Office - The Budget Office is the resource management center of DPW. This office manages our financial resources and prepares the annual command budget estimate.

Business Operations & Integration Division - This Division is the home of our engineering Champions. Our Champions are responsible for the implementation of a 5-year investment plan to maintain and revitalize the critical infrastructure of the installation. Our Systems personnel provide automation hardware and software support within DPW, to include network administration. They also maintain the Integrated Facilities System (IFS) for DPW. In addition, the Business Operations Division also has oversight for the development and maintenance of the DPW Annual Work Plan (AWP), and coordination responsibility for DPW support to Fort Bragg's many on-post activities, events and training exercises.

Constructive Changes - BEWARE! Constructive changes are usually unintentional informal changes to contracts that have the same effect as formal changes ordered by a contracting officer. They occur when a customer discusses completion time and/or work scope with a contractor on the work site and the contractor proceeds with a project change based on the informal discussion. The installation is liable for such changes. The customer may inadvertently lower the construction quality, delay project completion, or even violate regulations or law! Only the contracting officer or designated representative should ever discuss contract matters with a contractor.

Contract Methods – The size of our team limits our ability to respond to more than the emergency and short-notice requirements of the installation. Subsequently, we utilize contract vehicles to do much of what DPW does for the Fort Bragg community. We are fortunate to have the help of true contracting professionals, both from Fort Bragg's Directorate of Contracting and from the U.S. Army Corps of Engineers. We also have a variety of contract methods, including credit cards, small contracts, requirements-style contracts, the Indefinite Delivery/ Indefinite Quantity (IDIQ) contract, the Job Order Contract (JOC), and conventional construction contracts. While most of these contracting

methods are self-explanatory, two--the IDIQ and the JOC--are defined in more detail in Chapter 3.

Corps of Engineers - See District Engineer.

Customer-Funded Projects - These are projects funded by the requestor/customer. Resources for projects are unequal to the requirements, and are therefore competed with the installation's projects that are Subject to the Availability of Funds (SAF). Customers can expedite the completion of their project by providing the funding. Customer-funded projects should include a memorandum stating the customer's intent to fund the design, construction, or both. Once the project cost estimate is complete, DPW will ask the customer to send the necessary funding documents (MIPRs or cost transfers). When the project is funded by MIPR, the Budget Office will accept and fax it back to the customer. The customer's budget office cannot count the funds as obligated at DPW until they receive this notice. When the project is funded by cost transfer, an appropriation code (APC) is assigned by DPW's Budget Office. The cost transfer is accepted and is faxed back to the customer. The customer then transmits the cost transfer to Rome, NY, and DPW Budget holds its copy until the obligation appears in the Databased Commitment Accounting System (DCAS).

DA Form 4283 - DA Form 4283 is the Department of the Army's "Engineer Work Request", more commonly known as a "work order." Work orders are used by DPW customers to request repairs or construction that exceed the dollar/labor thresholds of a service order (\$2,500 and 32 hours labor). Work orders are submitted by the customer to DPW's Customer Service Office. An authorized unit/activity representative must sign the work order. The name and phone number of a point of contact with knowledge of the project is essential. Access our on-line work order at <http://pwbc.bragg.army.mil/pwbc/DPWInternal/Documents/4283.xls>

DD Form 1354 - DD Form 1354 is the Department of Defense's "Transfer and Acceptance of Military Real Property" form. It formally transfers ownership of specified real property from the constructing agency to DPW. The form is completed and submitted to DPW for processing by the agency responsible for constructing the new facility. It describes the nature of the construction (new building, capital improvements to an existing facility, etc.) and includes: contract number, contractor name, contract amount, project number, units of measure (building square feet, parking spaces, tons of air conditioning, etc.) and warranty information.

Directorate of Public Works (DPW) - That's us! DPW is the organization responsible for planning, management, construction and maintenance of real property facilities at Fort Bragg. On many U.S. Army posts, the corresponding organization is called the Directorate of Public Works (DPW) or Directorate of Public Works and Environment (DPWE); other past names include the Directorate of Engineering and Housing (DEH), Directorate of Facilities Engineering (DFE), Public Works Business Center (PWBC) or simply Post Engineer.

District Engineer - An agent of the U.S. Army Corps of Engineers, the District Engineer supervises major construction and repair projects within his or her assigned geographic area. Fort Bragg's supporting Corps of Engineers district is the Savannah District.

Engineering Division (EGD) - EGD is the DPW division responsible for facility planning, facility assignment and other real property management, repair and construction project design, contract package preparation, and project inspection/acceptance. A project manager (PM) is assigned to each project and remains the DPW lead for the project throughout its life.

Environmental Assessment (EA) - The EA is an evaluation, prior to the beginning of construction, of the potential impact of a proposed project on the local environment. EAs are required by federal law, including the National Environmental Policy Act (NEPA), and U.S. Army regulations. They are particularly important at Fort Bragg, which is home to two endangered animal species (the Red Cockaded Woodpecker and the Saint Francis Satyr, a butterfly) and three endangered plant species. An EA will result in one of two determinations: either that a more detailed Environmental Impact Statement (EIS) is required, or that there is no significant impact of the project and that work can begin.

Environmental Division (ENV) - ENV is the DPW division responsible for monitoring and managing much of Fort Bragg's environment. It coordinates on the installation's behalf with local, state and federal environmental regulatory agencies. ESD's areas of responsibility include: monitoring compliance with all environmental statutes and regulations, pollution prevention, and hazardous waste management.

Facility Reduction Program (FRP) - The Facility Reduction Program, which is not unique to Fort Bragg but runs Army-wide, is our attempt to remove all the old (primarily World War II), dilapidated structures from our post, thereby improving our soldiers' living and working conditions. DPW runs the FRP for our post.

Indefinite Delivery/Indefinite Quantity (IDIQ) - IDIQ is a type of contract currently in use at Fort Bragg through which DPW can place orders for repair and construction projects without having to prepare full designs and contract solicitation packages. The base IDIQ does not specify a certain delivery timeframe or describe any particular type of construction work (hence the name), allowing flexibility within the contract to include new projects as they are identified. The scope and completion time of each project is negotiated individually as that project is added to the IDIQ. The IDIQ contract method provides DPW the ability to respond more quickly to our customers' needs. The IDIQ is similar in basic concept to the JOC.

Installation Design Guide (IDG) - The IDG is a document prepared by the Fort Bragg community and maintained by DPW to provide specific guidance on exterior and interior facility siting and design. All real property construction, renovation and other improvements must comply with the IDG. The purpose of the IDG is to establish a pleasant and professional post-wide image that promotes orderliness and a sense of community to Fort Bragg. See <http://www.bragg.army.mil/dpw/idg/index.htm>

Integrated Facilities System (IFS) - The IFS computer software application serves as DPW's work management and real property database system. It is a U.S. Army Corps of Engineers application and is used widely throughout the Army for facilities management.

Job Order Contract (JOC) - JOC is a type of contract currently in use at Fort Bragg through which DPW can place orders for repair and construction projects without having to prepare full designs and contract solicitation packages. The base JOC contract is awarded with pre-established unit prices for over 25,000 repair/construction items. As new work requirements are identified, DPW negotiates them as job orders within the base contract with the contractor by "assembling" projects from the pre-priced items. The JOC is similar in basic concept to the IDIQ.

Military Interdepartmental Purchase Request (MIPR) - A MIPR (DD Form 448) is a funding transfer method, a governmental form of a "check" for movement of funds between military organizations. It is a common means by which DPW customers who wish to fund their own construction projects provide the finances for those projects.

Natural Resource Division (NRD) - NRD is the DPW division responsible for monitoring and managing Fort Bragg's natural resources. It coordinates on the post's behalf with local, state and federal wildlife regulatory agencies. NRD is responsible for natural resource conservation and management as well as environmental impact assessments for project needs. You can check out NRD's Endangered Species Branch web site at <http://www.bragg.army.mil/esb/> and Wildlife Branch web site at <http://www.bragg.army.mil/wildlife/>.

Operations & Maintenance Division (OMD) - OMD is the DPW office responsible for the routine repair, maintenance and preventive maintenance of facilities on Fort Bragg. This division has responsibility as DPW's first-responder for all service order calls, and is the heart of DPW's response and restoration effort during and after natural disasters (hurricanes, blizzards, etc.).

Permission Only Projects and Work Requests - Permission Only projects are those in which a unit or activity wishes to manage--fund and administer--the project itself. Permission Only projects are rare, as few activities on Fort Bragg have the necessary expertise to properly manage them. When a unit undertakes a Permission Only project, DPW retains oversight responsibility to ensure sound engineering concepts are applied, Fort Bragg and DA requirements and standards are met, and regulatory or statutory controls on military construction and real property management are maintained. Permission Only project documents (designs, sketches, plans, specifications, catalog cuts, etc.) must be reviewed by DPW before the project commences or a contract for work is solicited. The customer must also obtain a DPW-approved work request (a Permission Only DA 4283 work request) before commencing construction. Under normal circumstances, customer funds are processed through DPW not sent directly to the executing agent without prior approval. The customer and the DPW project manager will coordinate to define the level of Quality Assurance inspection services required for the Permission Only project.

Real Property - Real property consists of land, buildings and facilities, including improvements, additions and the utilities that support them. It includes equipment built into the facility (such as heating systems), but not mobile equipment (such as mess hall equipment). In some legal senses and for specific purposes, even trees and other natural features of our reservation are considered real property.

Service Contracts Office - The DPW service contracts office is our in-house local contractor. They are responsible for the basic service contracts that support the installation, such as custodial, entomology, and grounds maintenance to name just a few.

Service Order (SO) - A service order is a customer request for maintenance and repair services. It is normally below \$2,500 in cost and requires less than 32 hours of labor. A service order can be phoned-in, e-mailed, faxed, requested in person, or submitted on-line. When submitting a service order, you are asked for the following information:

Name & phone number of a person familiar with the need.

Two-letter customer ID code.

Brief description of the problem.

Building or facility number.

Unit or activity assigned the facility.

Subject to the Availability of Funds (SAF) - Projects which have been identified and defined but for which funding has not yet been found are carried as "SAF" by DPW in its project management documents. Unfortunately, "SAF" is a fact of life in the very resource-constrained world of military construction.

Troop Construction - Troop construction projects are accomplished by engineer troop units at Fort Bragg. They are submitted on a DA Form 4283 Engineer Work Request and must be reviewed and approved by DPW prior to and during construction.

Unfunded Requirement (UFR) - A requirement, such as a construction project, for which funds are not yet available.

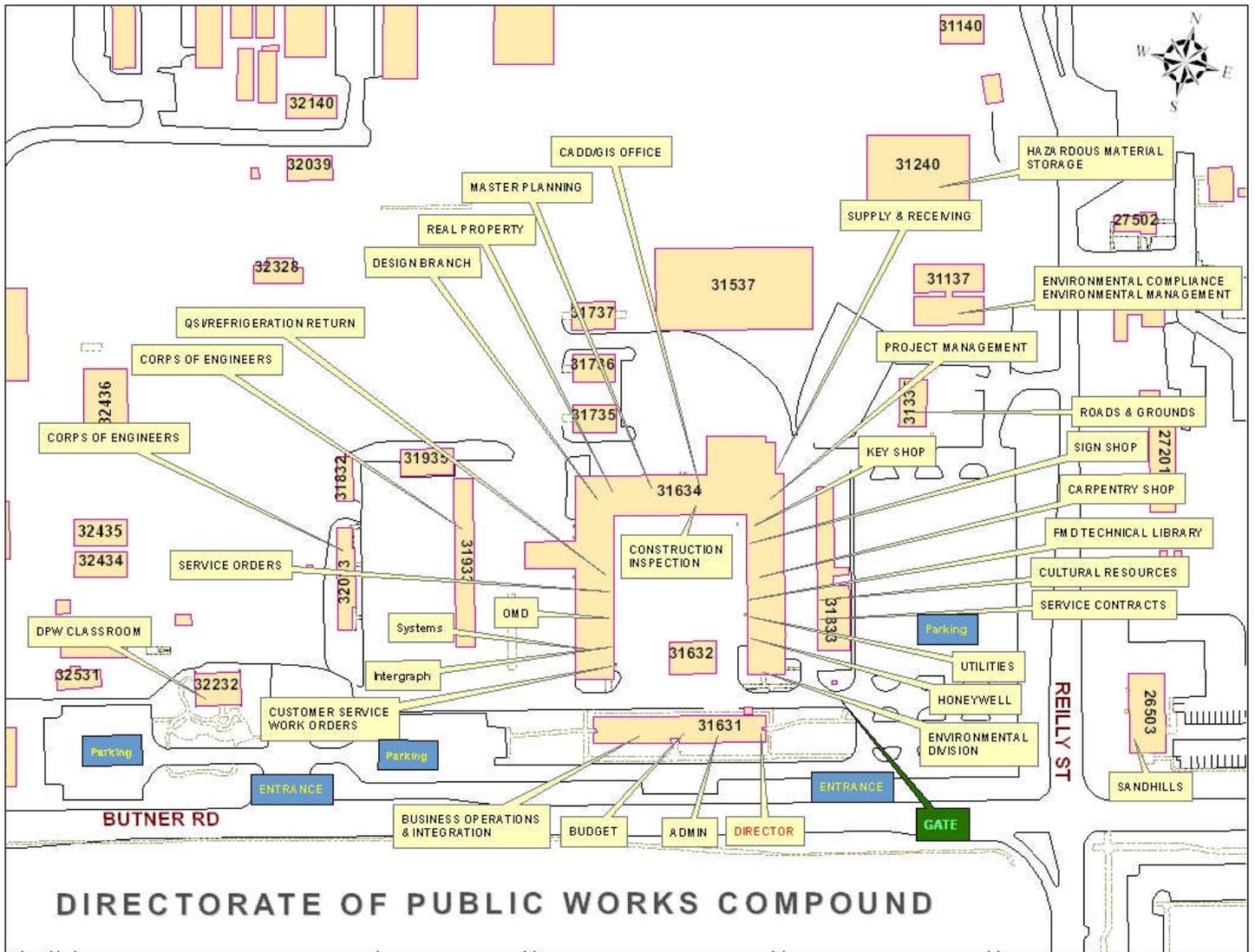
Work Coordination System (WCS)

All work orders received by DPW are recorded, processed for approval, managed, and tracked through the WCS. Project priority is assigned based on the customer's priorities (for customers with more than one work order submitted), the installation commander's intent, and the condition of the facility. The WCS provides a history of each project, identifies how the work will be accomplished (in-house, troop construction, contract, etc.), reflects the resources needed to execute the project, and provides real-time project status.

Work Order (WO) - See DA Form 4283.

Work Request - This is an informal term that brings together the two methods of "getting stuff done" through DPW: the DA Form 4283, or work order, and the service order.

Appendix A – DPW Compound Map



Appendix B – Sample Service Order Fax

Fax

NAME:

UNIT: _____

PHONE #: _____

FAX#: _____

TO: Service Order Reception

Bldg 3-1634 Butner Road

Fort Bragg, NC 28310

(910)396-0321

Fax (910)432-6073

SERVICE ORDER REQUEST												
<i>Please print legibly.</i>												
Date	(m)	(d)	(y)	R&U Name				R&U Phone #				Custl D Code
Unit Name				R&U Fax #				B u i l d i n	Room #			
<p>Detailed description of problem <i>(If excavation service order, list how many feet. If freon removal, list how many units. No more than 2 Lg or 4 Sm A/C units or 4 refrigerators on a service order.)</i></p>												
TO BE COMPLETED BY SERVICE ORDER CLERK												
Se r v i c e	Ord er	#		*Appointment Date/Time				Comments				
* <i>Appts for excavation and freon removal service orders only.</i>												

Appendix C – Sample Key Memorandum

SAMPLE MEMORANDUM FOR KEYS

(UNIT ADDRESS)

AFZA-PW

Date:

MEMORANDUM FOR DPW, ATTN: KEY SHOP, FORT BRAGG, NC 28310

SUBJECT: Key Duplication

1. Request that the following keys be duplicated:

<u>Key Number</u>	<u>Copies</u>	<u>Building Number</u>
201	2	3-1631

2. Duplication of these keys will not compromise physical security
3. POC this headquarters is (rank/name) , at (phone number)

SIGNATURE BLOCK

NOTES:

1. No more than 20 duplicates per day per unit
2. Keys are to be tagged or marked as listed on memorandum
3. Key Shop hours for key duplication are 1200 to 1515
4. All keys to be duplicated must be factory originals for the lock or stamped 'do not duplicate U.S. Government'.

